



July 07, 2023

The Manager, Listing Department, BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400 001. BSE Scrip Code: 532636	The Manager, Listing Department, The National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot C/1, G Block, Bandra - Kurla Complex, Bandra (E), Mumbai 400 051. NSE Symbol: IIFL
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Sub: Business Responsibility and Sustainability Report for FY 2022-23 pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23, which also forms part of the Annual Report for FY 2022-23.

Kindly take the same on record and oblige.

Thanking You,

For IIFL Finance Limited

**Rupal Jain
Company Secretary & Compliance Officer**

Encl: As above

IIFL Finance Limited

CIN No.: L67100MH1995PLC093797

Corporate Office – 802, 8th Floor, Hub Town Solaris, N.S. Phadke Marg, Vijay Nagar, Andheri East, Mumbai 400069

Tel: (91-22) 6788 1000 .Fax: (91-22) 6788 1010

Regd. Office – IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, Thane Industrial Area, Wagle Estate, Thane – 400604

Tel: (91-22) 41035000. Fax: (91-22) 25806654 E-mail: csteam@iifl.com Website: www.iifl.com

Business Responsibility and Sustainability Report



SECTION A

GENERAL DISCLOSURES

i. Details

1.	Corporate Identity Number (CIN) of the listed entity	▶	L67100MH1995PLC093797
2.	Name of the organization	▶	IIFL Finance Limited ("IIFL")
3.	Year of incorporation	▶	1995
4.	Registered office address	▶	IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, Thane Industrial Area, Wagle Estate, Thane, Maharashtra - 400 604
5.	Corporate address	▶	802, 8 th Floor, Hubtown Solaris, N. S. Phadke Marg, Vijay Nagar, Andheri East, Mumbai – 400 069
6.	E-mail	▶	shareholders@iifl.com
7.	Telephone	▶	(91-22) 6788 1000
8.	Website	▶	www.iifl.com
9.	Reporting period for the information provided	▶	April 01, 2022 - March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	▶	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up capital	▶	₹ 76.09 Crore
12.	Provide the contact point for questions regarding the report or its contents	▶	Ms. Sneha Patwardhan Company Secretary and Compliance Officer Telephone No. (91-22) 6788 1000 shareholders@iifl.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	▶	Disclosures made in this report are on a standalone basis and pertain only to IIFL.

ii. Products/Services

14. Details of business activities (accounting for 90% of the entity's turnover):

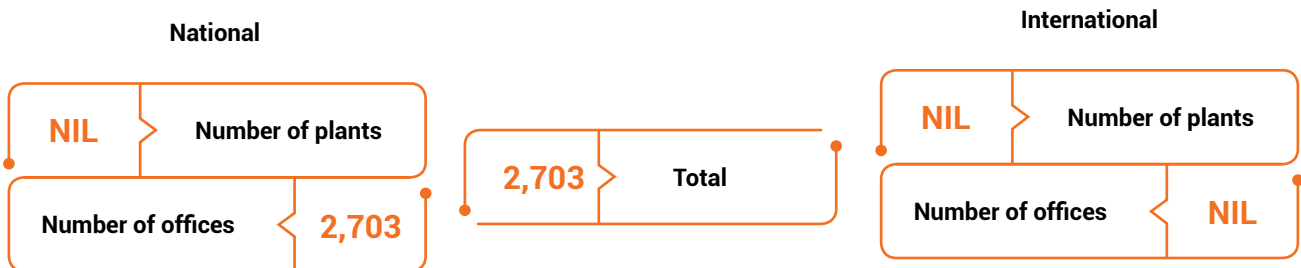


15. Products/Services sold by the entity (accounting for 90% of the entity's turnover):



iii. Operations

16. Number of locations where operations/offices of the entity are situated:



17. Markets served by the entity:

a. Number of locations:



b.

What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable

c. **Brief on types of costumers:**

Individuals

Private individuals or consumers who require financial services for personal reasons.

Small and Medium-Sized Enterprises (SMEs)

SMEs who require funds for their operations, to purchase equipment, manage cash flows, expand their operations, or invest in new projects.

Startups and Entrepreneurs

Startups and Entrepreneurs require capital to launch or grow their businesses.

Corporations

Large corporations requiring finance for mergers and acquisitions, capital expenditure projects, restructuring debt, or managing cash flow gaps.

Retailers and Merchants

Financing in partnership with retailers and merchants to provide consumer financing options.

Real estate developers and Investors

Those who require funding for property acquisitions, construction projects, renovations or real estate investments.

Healthcare and Medical Institutions

Finance to medical practices, hospitals, clinics and healthcare providers for equipment purchases, facility expansions, technology upgrades or to bridge cash flow gaps.

Government and Public Sector Entities

Government agencies, municipalities and other public sector organizations requiring finance for infrastructure development, public projects, etc.

iv. Employees
18. Details as of March 31, 2023:
a. Employees and workers (including differently abled):



S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	14,937	10,981	74%	3,956	26%
2	Other than Permanent (E)	99	86	87%	13	13%
3	Total employees (D + E)	15,036	11,067	74%	3,969	26%

*The Company does not have any worker as defined in the guidance note of BRSR.

b. Differently abled employees

We, at IIFL Finance are committed to all employees regardless of their background, abilities or disabilities. We believe in fostering an inclusive and diverse work environment which values the contribution from every employee. In line with our Company's commitment to treat all employees fairly, we do not track specific details related to an individual's disability - as we believe in the privacy of the employee and strives to avoid any biases or stigmatization. Company's goal is to remain an equal opportunity employer and ensure all employees are treated fair.



19. Participation/Inclusion/Representation of women:



















	Total (A)	No. and % of females	
		No. (B)	% (B/A)
 BOARD OF DIRECTORS	8	1	12.5%
 KEY MANAGERIAL PERSONNEL*	4	1	25%

*Includes 2 Key Managerial Personnel covered under Board of Directors.



20. Turnover rate for permanent employees and workers:

 Female
  Male

	FY 2020-21						FY 2021-22						FY 2022-23					
	Below 30 yrs		30-50 yrs		Above 50 yrs		Below 30 yrs		30-50 yrs		Above 50 yrs		Below 30 yrs		30-50 yrs		Above 50 yrs	
																		
Junior Management	10.50%	15.10%	5.40%	15.90%	0.00%	0.00%	7.60%	8.90%	5.40%	15.60%	0.00%	0.00%	13.30%	21.50%	5.60%	19.60%	0.00%	0.00%
Middle Management	0.40%	1.00%	2.60%	26.30%	0.10%	0.50%	0.30%	0.50%	3.60%	21.70%	0.10%	0.30%	0.60%	1.90%	3.30%	31.50%	0.00%	0.40%
Senior Management	0.00%	0.00%	0.00%	12.40%	0.00%	12.40%	0.00%	0.00%	2.50%	53.50%	0.00%	7.60%	0.00%	0.00%	2.50%	10.10%	0.00%	2.50%
Grand Total	9.60%	13.80%	5.10%	17.80%	0.00%	0.10%	6.90%	8.10%	5.20%	16.30%	0.00%	0.10%	12.20%	19.80%	5.40%	20.60%	0.00%	0.10%

*The Company does not have any worker as defined in the guidance note of BRSR.

v. Holding / Subsidiary / Associate companies / Joint ventures

21. As on March 31, 2023:

Sl. No.	Name of the holding / subsidiary / associate company / joint venture	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the business responsibility initiatives of the listed entity? (Yes/No)
1	IIFL Home Finance Limited	Direct Subsidiary	79.59%	No
2	IIFL Samasta Microfinance Limited (Formerly Samasta Microfinance Limited)	Direct Subsidiary	99.51%	No
3	IIFL Open Fintech Private Limited	Direct Subsidiary	51.02%	No
4	IIFL Sales Limited	Step – down Subsidiary	79.59%	No

vi. CSR details







22. As on March 31, 2023:

CSR details

(i) Whether CSR is applicable as per Section 135 of Companies Act, 2013 (Yes/No)	Yes
(ii) Turnover (in ₹ Crore)	4,058.18
(iii) Net worth (in ₹ Crore)	5,033.68

vii. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY23 Current Financial Year			FY22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year [§]	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
 Communities	Yes https://storage.googleapis.com/iifl-finance-storage/files/2023-07/CSR%20policy_IIFL%20Finance.pdf	-	-	-	-	-	-
 Shareholders*	Yes https://www.iifl.com/finance/investor-relations/contact-centre?redirect=menu-bar	18	0	-	22	0	-
 Employees#	Yes Vigilance policy available in HRMS portal	99	0	-	17	0	-
 Customers	Yes https://www.iifl.com/finance/grievance-redressal-procedure	6,666	47	-	976	10	-
 Value Chain Partners	Yes https://www.iifl.com/finance/grievance-redressal-procedure	3,547	3	-	2,394	2	-
 Other (Please Specify)	-	-	-	-	-	-	-

*Shareholders include Investors.

#Complaints on Sexual Harassment are reported separately.

§Complaints pending as on March 31, 2023, were subsequently resolved

24. Overview of the entity's material responsible business conduct issues:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Data and Customer Privacy	Risk	<p>Security and protection of customer data is crucial to avoid data misuse.</p> <p>Our Company relies heavily on its technology infrastructure. As majority of transactions are processed digitally, it increases cyber/information security risks.</p>	<p>Our Company has a strong Information and cyber security policy wherein cyber risk and its mitigation are monitored and updated. The IT Strategy Committee and Board of Directors reviews and approves any updates in data and customer privacy related matters. The Chief Information Officer (CIO) and Chief Information Security Officer (CISO) are responsible for the Company's data and customer privacy and take decisions on any related issues. Plans for managing data privacy matters have been constituted, like Cyber Security Emergency Response Plan (CSERP), to adapt/mitigate any data and customer privacy related occurrences.</p> <p>We have increased efforts to update employees, customers and other stakeholders of any potential cyber frauds, data privacy etc. Informative materials on data and customer privacy are shared via mail, SMS and on social media.</p> <p>Adopted ISO 27001:2013 Risk Assessment methodology to identify and mitigate security risks, Organization is ISO 27001:2013-certified</p>	<p>Negative</p> <ul style="list-style-type: none"> ▶ Reputational risks ▶ Data privacy issues may lead to litigation risks/ financial risks ▶ Regulatory risk in terms of fines, penalties, etc.
2.	Economic performance	Opportunity	<p>Financial performance drives profitability, business survival and promotes expansion of business. Further, maintaining credit rating and return ratios also enhance goodwill. Economic growth is one of the 7 pillars of our Company's ESG framework.</p>	-	<p>Positive:</p> <ul style="list-style-type: none"> ▶ Increases profitability ▶ Increases shareholders value
3.	Responsible lending	Opportunity	<p>Integrating ESG into service/product offerings helps us expand market access and reach out to more marginalized / vulnerable groups.</p> <p>Greater disclosures on ESG aspects may help increase access to larger pools of green financing at commercially favorable terms.</p>	-	<p>Positive:</p> <ul style="list-style-type: none"> ▶ Increased market access ▶ Growth in Business

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Responsible marketing	Risk and Opportunity	Customer retention is directly dependent on transparent, comprehensive and clear communication and branding of our services	We ensure that all our marketing initiatives and communication is in compliance with all applicable regulations. It is our constant endeavor to ensure high level of transparency and clarity in all our marketing campaigns and communication.	Positive: <ul style="list-style-type: none"> ▶ Enhanced customer base ▶ Increase and stability in revenue ▶ Improvement in customer retention
5.	Risk management	Opportunity	Optimizing our risk-return equation is possible through responsible risk identification and management processes – of both financial and non-financial risks	-	Positive: <ul style="list-style-type: none"> ▶ Stable and predictable business ▶ Value creation ▶ Supports business continuity
6.	Financial inclusion and literacy	Opportunity	We wish to expand access to our financial services for underserved people and groups in need of support such as small business or women; we consider this an important objective of our business	-	Positive: <ul style="list-style-type: none"> ▶ Enhanced goodwill among stakeholders ▶ Market expansion
7.	Corporate Governance and Ethics	Risk	Maintaining the highest standards of ethics and corporate governance is necessary to gain the trust of our Company's investors and customers. Any risks can undermine stakeholder trust, damage reputation and disrupt business.	<p>Our Company has instituted various policies and measures to constitute a strong corporate governance frameworks per regulatory guidelines.</p> <p>We have in place a fair, transparent and accountable corporate governance structure across our hierarchy to safeguard the interests of all stakeholders. There is an effective mechanism, supported by strong policies to supervise the management and oversee the critical functions of the Company. An effective grievance redressal mechanism for customers to address their concerns is also integrated into our Company's policies.</p>	Negative: <ul style="list-style-type: none"> ▶ Reputational risks ▶ Image/perception of the institution
8.	Regulatory compliance	Risk and Opportunity	Compliance to rules and regulations helps us gain confidence of stakeholders and grow responsibly.	We ensure that there are no delays or discrepancies in complying with applicable regulations. A dedicated team of qualified people has been set up to ensure efficient and timely compliance with all regulations applicable to our Company.	Positive: <ul style="list-style-type: none"> ▶ Transparent and well governed organisation
9.	Customer satisfaction	Opportunity	Identification and fulfilment of customer needs and expectations is essential for their retention and loyalty thereby contributing to increased revenues	-	Positive: <ul style="list-style-type: none"> ▶ Increase in repeat customer business ▶ Improvement in market share ▶ Better asset quality

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	Employment Practices	Opportunity	Fair recruitment, hiring processes and efforts to build a congenial work environment through structured training/ performance appraisal helps us in employee retention	-	Positive: <ul style="list-style-type: none"> ▶ Better employee retention ▶ Improvement in productivity
11.	Engagement with Business Partners	Opportunity	Using an ESG lens to identify and associate with business partners, will help us create sustained value in the long run	-	Positive: <ul style="list-style-type: none"> ▶ Expanded channel to business ▶ Higher growth
12.	Digitalization	Opportunity	Strategic partnerships with fintechs, along with strong in-house digital capabilities have allowed us to expand customer base significantly and serve niche segments, because digitalization drives innovation in traditional offerings.	-	Positive: <ul style="list-style-type: none"> ▶ Seamless business operation at lower cost ▶ Improved turnover around time
13.	Community development	Risk and Opportunity	Our contribution to health, education, livelihood and poverty alleviation is critical to maintaining our social license to operate and to create wider prosperity	-	Positive: <ul style="list-style-type: none"> ▶ Improved image, reputation and goodwill ▶ Support community livelihood
14.	Climate change	Risk and Opportunity	<p>Mitigating climate risks provides opportunities for efficiency, innovation and growth; our Company seeks to reduce carbon footprint in its everyday operations.</p> <p>Climate change has emerged as a significant risk for business.</p>	<p>Our Company has instituted an ESG policy to incorporate ESG factors into its strategy and operations, risk management and governance process and lending portfolio.</p> <p>The ESG policy also aims to communicate our Company's approach of ESG integration to the stakeholders.</p> <p>We continue to identify and act on opportunities to reduce environmental footprint.</p>	Negative <ul style="list-style-type: none"> ▶ Significant risks ▶ Physical and transition risks. Positive <ul style="list-style-type: none"> ▶ Drives better risk management and value creation
15.	Employee health and wellness	Opportunity	Investing in employee health and wellness is essential for enhancing productivity and also ensures their retention and overall job satisfaction	-	Positive: <ul style="list-style-type: none"> ▶ Enhanced loyalty and engagement among employees ▶ Increase in productivity
16.	Resource management	Opportunity	Our focus lies on achieving resource efficiency in terms of energy, water, paper and e-waste, since we do not have any other significant environmental impact	-	Positive: <ul style="list-style-type: none"> ▶ Lower cost and higher productivity ▶ Better resource utilization

SECTION B MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below

P1

BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

P2

BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

P3

BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

P4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS

P5

BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

P6

BUSINESSES SHOULD RESPECT, PROTECT AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT

P7

BUSINESSES WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

P8

BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

P9

BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Yes No

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Has the policy been approved by the Board?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Web link of the policies.	https://www.iifl.com/finance/investor-relations/corporate-governance?redirect=menu-bar The above URL contains the general policies of the Company that apply to all employees and stakeholders. These policies cover various aspects of our organization's vision, mission, values, ethics, compliance and governance. In addition to these general policies, there are also specific policies related to different functions and roles within the Company. These policies are accessible to the relevant employees through our intranet portal. The Human Resource department may be contacted for any questions or concerns about these policies.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Name of the national and international codes/certifications/labels/standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity.	All policies of our Company have been finalized based on industry practices, as per the regulatory requirements and through appropriate consultation with relevant stakeholders. We have engaged with an independent third party vendor to benchmark our policies with latest regulations/industry benchmarks and update them, wherever needed.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our Company acknowledges the significance of establishing targets to assess advancement towards achieving all the principles of the National Guidelines on Responsible Business Conduct (NGRBC). Considering that we are in our initial years of ESG adoption, we intend to specify our objectives and targets in the upcoming reporting period. We recognize the need to align our ESG efforts with our business goals and we are implementing a comprehensive and effective ESG strategy that ensures sustainability and creates long-term value for all our stakeholders.								
6. Performance of the entity against the specific commitments, goals and targets (Also, reasons in case they are not met)	-	-	-	-	-	-	-	-	-

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9																											
Governance, leadership and oversight																																				
7. Statement by the Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements. (Listed entity has flexibility regarding the placement of this disclosure)	<p>Dear Stakeholders,</p> <p>In today's world, businesses have a critical role to play in creating a sustainable future. We, at IIFL, recognize the importance of ESG considerations and our commitment to them is reflected in our policies, practices and investments.</p> <p>As such, we are in the process of developing targets that align with our values and business objectives.</p> <p>We will keep our stakeholders informed of our progress and continue to work towards a sustainable future.</p> <p>Thank you for your support and engagement in this journey.</p> <p>Sincerely, Mr. R Venkataraman Joint Managing Director DIN: 00011919 IIFL Finance Limited</p>																																			
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.	<p>Mr. R Venkataraman Joint Managing Director DIN: 00011919</p>																																			
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes, the Company has an ESG Committee in place which comprises of the following members as on March 31, 2023</p> <table border="1"> <thead> <tr> <th>Sr No.</th> <th>Name</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Ms. Geeta Mathur</td> <td>Chairperson</td> </tr> <tr> <td>2.</td> <td>Mr. Arun Kumar Purwar</td> <td>Member</td> </tr> <tr> <td>3.</td> <td>Mr. R Venkataraman</td> <td>Member</td> </tr> <tr> <td>4.</td> <td>Mr. Nilesh Vikamsey</td> <td>Member</td> </tr> <tr> <td>5.</td> <td>Ms. Madhu Jain</td> <td>Member</td> </tr> <tr> <td>6.</td> <td>Mr. Sanjeev Srivastava</td> <td>Member</td> </tr> <tr> <td>7.</td> <td>Mr. Kapish Jain</td> <td>Member</td> </tr> <tr> <td>8.</td> <td>Ms. Sneha Patwardhan</td> <td>Member</td> </tr> </tbody> </table>									Sr No.	Name	Designation	1.	Ms. Geeta Mathur	Chairperson	2.	Mr. Arun Kumar Purwar	Member	3.	Mr. R Venkataraman	Member	4.	Mr. Nilesh Vikamsey	Member	5.	Ms. Madhu Jain	Member	6.	Mr. Sanjeev Srivastava	Member	7.	Mr. Kapish Jain	Member	8.	Ms. Sneha Patwardhan	Member
Sr No.	Name	Designation																																		
1.	Ms. Geeta Mathur	Chairperson																																		
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3.	Mr. R Venkataraman	Member																																		
4.	Mr. Nilesh Vikamsey	Member																																		
5.	Ms. Madhu Jain	Member																																		
6.	Mr. Sanjeev Srivastava	Member																																		
7.	Mr. Kapish Jain	Member																																		
8.	Ms. Sneha Patwardhan	Member																																		

10. Details of review of the National Guidelines on Responsible Business Conduct (NGRBC):

Yes No

Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9
Performance against above policies and follow up action	<input checked="" type="checkbox"/>	Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	<input checked="" type="checkbox"/>	Annually

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency ¹ .	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No

¹ In the current financial year, we have not engaged any external agency to evaluate the effectiveness of our policies. However, we plan to initiate such an evaluation process from the next financial year onwards.

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is able to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable





SECTION C PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Principle
1

Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles during the financial year.

Segment	Number of trainings programs held	Topics/Principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programs
BOARD OF DIRECTORS 	1	ESG and BRSR	100%
KEY MANAGERIAL PERSONNEL 	1	ESG and BRSR	100%
EMPLOYEES OTHER THAN BOARD OF DIRECTORS AND KEY MANAGERIAL PERSONNEL 	1	ESG and BRSR	58%*
WORKERS 		Not Applicable	

* Employee awareness coverage is 100%; more than half of the employees have already completed it. The remaining employees are currently undergoing the training highlighting our commitment towards providing comprehensive and effective training to all employees.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in the financial year.

Monetary					
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
Non-Monetary					
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	-	-
Punishment	-	-	-	-	-

3. Of the instances disclosed above, details of the appeal/ revision preferred in cases where monetary or non-monetary action has been appealed:

CASE DETAILS	NAME OF THE REGULATORY/ENFORCEMENT AGENCIES/JUDICIAL INSTITUTIONS
No complaints in any of the 9 principles	

4. Anti-corruption/ Anti-bribery:





Does the entity have an anti-corruption or anti-bribery policy?
If yes, provide details in brief and if available, provide a web-link to the policy.

Yes

<https://www.iifl.com/finance/anti-corruption-policy>

Our Company has zero tolerance towards unethical business practices and prohibits bribery and corruption in any form in all of its business dealings through necessary policies and codes. The policy applies to all staff including Directors, officers, shareholders of the Company and all appointed third party representatives of Company such as agents, consultants, others working on behalf of the Company irrespective of their location, function or grade.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
 Directors	Nil	Nil
 KMPs	Nil	Nil
 Employees	Nil	Nil
 Workers	NA	NA

6. Details of complaints regarding conflict of interest:

	FY 23 (Current Financial Year)		FY 22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of conflict of interest of the KMPs	Nil	NA	Nil	NA

7. Details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest:

No issues, related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest, occurred in our Company.

Leadership Indicators

1. Awareness programs conducted for value chain partners on any of the principles during the financial year



2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If yes, provide details of the same:

Yes

Our Company is committed to conducting its business in a responsible and sustainable manner and to that end, has implemented a robust policy that covers the management of conflict of interest involving the Board members. Our Company has processes for identifying, disclosing, and managing conflicts of interest and ensures that all decisions are made in the best interests of our stakeholders. At IIFL, we believe that conducting our business with integrity and transparency is essential to building long-term relationships and creating value for all our stakeholders.

Principle
2

Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:

In FY23, we spent ₹ 2.84 Crores towards capex which helped us move towards digitisation/automations. We continue to invest in improving our digital capabilities and platforms. This helps us in providing superior experience to our customers with enhanced convenience. At the same time our digitalization initiatives help us achieve cost rationalisation and reduce dependence on paper as well as in person meetings. This in turn helps us minimize our environmental footprint.

2. Sustainable sourcing:

Does the entity have procedures in place for sustainable sourcing? (Yes/No)

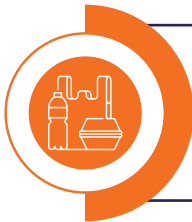
Our Company, being a financial services Company does not have any goods and raw material consumption as part of its products and services. Our Company's major material requirements are related to office infrastructure, administration and IT related equipment and services. Although, there is very limited procurement requirement, we take various initiatives to have responsible sourcing.

If yes, what percentage of inputs were sourced sustainably?

Not Applicable.

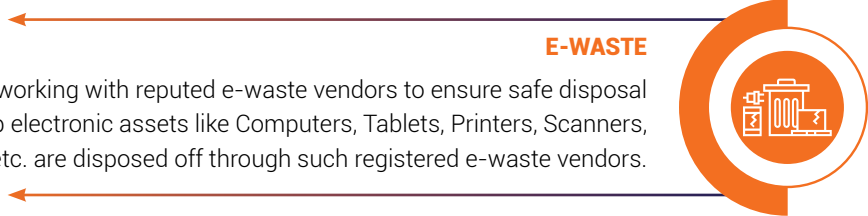
As a financial services Company, our Company recognizes the importance of sustainable practices beyond just the goods and raw materials used in our products and services. We are committed to minimizing the environmental impact of our operations, including our office infrastructure and IT-related equipment. We follow best practices for procuring such inputs, including seeking out environmentally friendly options, minimizing waste and promoting recycling and energy conservation. Our Company remains dedicated to promoting sustainable practices in all aspects of its operations.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:



PLASTICS (INCLUDING PACKAGING)

There are no single-use plastics being used across any of our branches and offices. We use 100% bio degradable plastic garbage bags to collect and dispose off dry and wet wastes.



E-WASTE

For the past 3 years, we have been working with reputed e-waste vendors to ensure safe disposal of e-wastes. Accordingly, all scrap electronic assets like Computers, Tablets, Printers, Scanners, Servers, etc. are disposed off through such registered e-waste vendors.



HAZARDOUS WASTE

Not applicable



OTHER WASTE

We have installed an (Organic Waste Converter) OWC machine for recycling dry and wet wastes, which is then used as gardening manure at our Chennai office. Dry waste and wet waste is segregated and stored separately at Registered Office. Same is picked by Municipal authorities. We continue to explore feasibility of adopting such measures in other offices and branches.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No):

Not applicable since our Company is not a manufacturing entity.

Leadership Indicators

Not applicable since the Company is not a manufacturing entity.

1 Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

2 If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

3 Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

4 Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed.

5 Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Principle

3

Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

1. Details of measures for the well-being of employees and workers:

a. Employees

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	10,981	10,981	100%	NA	NA	NA	NA	173	2%	NA	0.00%
Female	3,956	3,956	100%	NA	NA	102	31%	NA	NA	2	0.10%
Total	14,937	14,937	100%	NA	NA	102	31%	173	2%	2	0.10%
OTHER THAN PERMANENT EMPLOYEES											
Male	86	NA	NA	86	100%	NA	NA	NA	NA	NA	NA
Female	13	NA	NA	13	100%	NA	NA	NA	NA	NA	NA
Total	99	NA	NA	99	100%	NA	NA	NA	NA	NA	NA

*Maternity and Paternity benefits are extended to all female and male employees however, 3% of female employees and 2% of male employees have taken the benefit in FY 23.

b. Workers


Our Company does not have any worker as defined in the guidance note of BRSR.

2. Details of retirement benefits, for Current and Previous Financial Year.

Benefits	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	82%	NA	Y	86%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	36%	NA	Y	44%	NA	Y
Others – please specify	0%	NA	NA	0%	NA	NA

All employees are covered under PF with monthly earnings less than ₹ 15,000/-, as per PF law, others can voluntarily opt for PF. Employees whose monthly earnings are less than ₹ 21,000/- are covered under ESI.

3. Accessibility of workplaces:



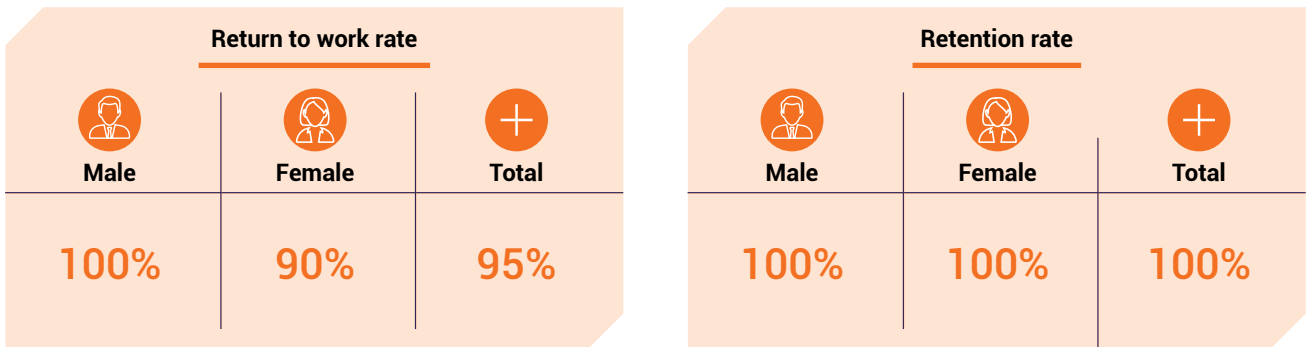
Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes. Wheelchairs and wheelchair ramps for handicapped employees are available at all commercial offices of the Company

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy?

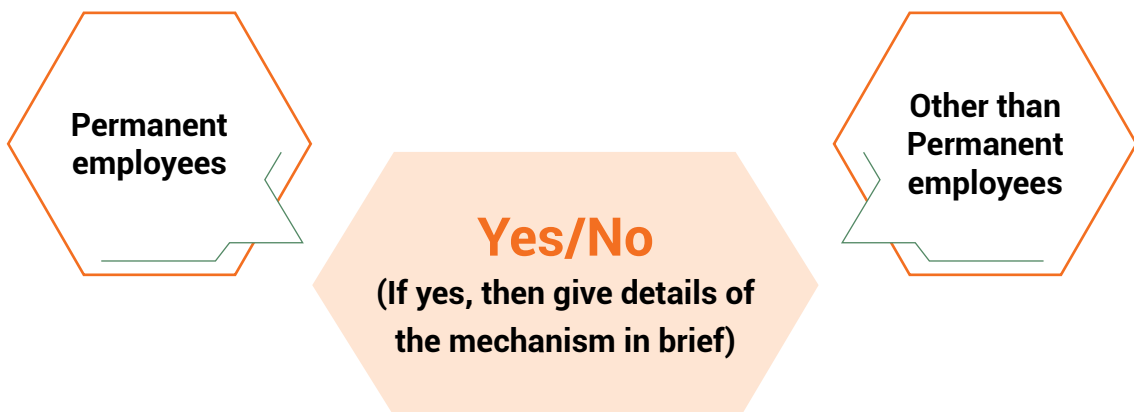
Yes. The code of conduct document can be referred, as the existing policy covers equal opportunities rights. The Company's code of conduct is available in the HR Handbook and can be accessed by all the employees through the intranet portal.

5. Return to work and retention rates of permanent employees and workers that took parental leave:



*The Company does not have any worker as defined in the guidance note of BRSR. (IIFL Finance is a BFSI company)

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief:



Yes, there is a mechanism available to receive and redress grievances from the employees. Management strongly enforces compliance with the approved Code of Conduct and Ethics. Complaints related to fraud/unethical practices are appropriately investigated and relevant actions are undertaken. The reporting of misconducts can be done through the Whistle-Blower email, FIT helpline, contacting the senior management/ IRA / HR. The same are well displayed and communicated to all employees at joining and is published on intranet.

There are various means by which the grievances can be addressed:

- i) **E-mail to generic ID (employeegrievance@iifl.com)**
- ii) **Raise grievance through the Adrenalin portal**
- iii) **E-mail to IRA with a copy to local HR**

Central SPOC directs the grievance e-mail to the zonal head of HR. A formal meeting is arranged with the employee, IRA and Skip level manager addresses the issue and validates the facts. At every stage the employee is kept informed and formal communication on the decision and the actions taken is sent to all the employees involved.

The entity has a robust Grievance Redressal policy in place for addressing grievances.

*The Company does not have any worker as defined in the guidance note of BRSR.

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity

Our Company does not have any Employee Association. However, our Company recognizes the Right to freedom of Association and does not discourage collective bargaining.

8. Details of training given to employees and workers

Category	FY 23 Current Financial Year				FY 22 Previous Financial Year					
	Total (A)*	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures#		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Male	11,570	43% (Total) trainings covered such as awareness session on women's health, work-life balance, nurturing relationship with yourself, detoxification: food, alcohol and social media		11,178	97%	11,414	-	NA	9,940	87%
Female	4,485			4,342	97%	4,291	-	NA	3,795	88%
Total	16,055			15,520	97%	15,705	-	NA	13,735	87%

§ Please note, training on health is covered for 100% of employees however, 43% employees voluntarily attended the same.

* The total number of employees includes all eligible employees during the year.

The Company has started capturing data with respect to health and safety from FY 2022-23.

9. Details of performance and career development reviews of employees and workers:

Category	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Total (A)*	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	10,981	8,971	82%	11,063	7,454	67%
Female	3,956	3,343	85%	4,247	2,762	65%
Total	14,937	12,314	82%	15,310	10,216	67%

* Only permanent employees are eligible for performance and career development review.

10. Health and safety management system:

Yes. Our Company is responsible for providing its employees with a safe and healthy work environment. We have implemented the following steps to ensure the health and safety of our employees:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

1. Providing a safe work environment - Our Company's office premises are designed to promote safety and reduce the risk of accidents. This includes keeping the workspace clean, ensuring proper lighting and ventilation and addressing any potential safety hazards.
2. Training employees - Our Company provides regular training on safety practices, respond to emergencies like fire/earthquake emergency, etc. to our employees.
3. Offering ergonomic support - Our Company provides ergonomic support to employees who sit for long periods, work on computers, or perform other repetitive tasks. This includes providing ergonomic chairs, desks, and other equipment that can help reduce the risks of musculoskeletal disorders.
4. Encouraging healthy habits - Our Company encourages employees to adopt healthy habits such as taking breaks, staying hydrated, and practicing good posture to prevent fatigue and injury.
5. Creating a culture of safety - Our Company have created a culture of safety by encouraging employees to report any safety concerns or incidents and by providing resources and support to address these concerns.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Given the nature of business, this is not directly applicable to our Company. However, regular safety inspections are conducted of our facilities and equipment to identify potential hazards. This includes inspecting electrical systems, machinery and emergency exits. Our Company also involves employees in the hazard identification and risk assessment process by encouraging them to report any safety concerns or hazards they identify.

During the pandemic, our Company recognized the risks of infections that could take place on the office premises. To minimize these risks, necessary precautions were taken at the offices, which included sanitization of all office premises, restricted movements in common areas and avoidance of large gatherings. Our Company also adhered to all government directives and issued travel and health advisories to its employees and advised all its employees to work from home as required or on a rotational basis to ensure employee safety and business continuity.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Given the nature of the business, this is not directly applicable to our Company.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. All employees of our Company are covered under health insurance and personal accident policy.

11. Details of safety related incidents

Not Applicable.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace:

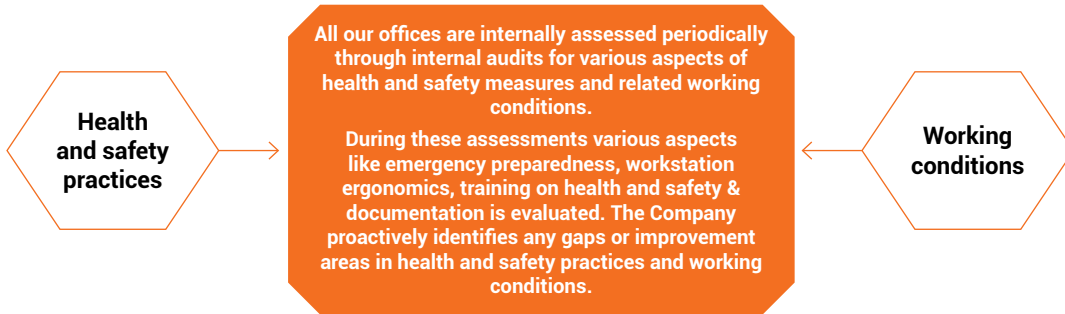


13. Number of complaints on the following made by employees:

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Filed during the year	Pending resolution	Remarks	Filed during the year	Pending resolution	Remarks
Working conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health and Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year.

**% of your plants and offices that were assessed
(By entity or statutory authorities or third parties)**





15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions:

Not Applicable.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

	Employees	→	<input checked="" type="checkbox"/> Yes
	Workers	→	<input type="checkbox"/> Not Applicable. Our Company does not have any worker as defined in the guidance note of BRSR.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners:

Our Company monitors remittance of statutory dues by value chain partners with periodic interactions. Various awareness programs and meetings are being arranged with value chain partners for the same.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

Not Applicable

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable.





Principle 4
Businesses should respect the interests of and be responsive to all stakeholders





Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity:

Our Company looks at individuals and groups that make a fundamental impact on its operations and performance. If this impact results in value addition to the Company's business, then they are described as a key stakeholder. They play an important role in helping our Company determine the goals, aspirations and in helping gauge the Company's progress towards these goals.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Customers	Some of our customers are identified as vulnerable and marginalized.	<ul style="list-style-type: none"> Emails Calls SMS WhatsApp Website Branch and relationship managers 	Ongoing and Regular	<ul style="list-style-type: none"> Business performance Customized financial products and services Competitive interest rates Access to physical and digital channels Seamless customer service Secure transactions Fair and responsive grievance redressal mechanism
 Shareholders/ Investors	No	<ul style="list-style-type: none"> Investor meets Calls SMS Email Website 	Annually and Quarterly	<ul style="list-style-type: none"> Ethical business practices and good corporate governance Regular dividends Sustainable performance and value creation ESG integration into strategy and operations Transparent reporting and disclosure

Group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Employees	No	<ul style="list-style-type: none"> Town halls Email SMS One-on-One meetings 	Quarterly and as and when required	<ul style="list-style-type: none"> Training and development Fair and timely remuneration Reward, recognition, and appreciation for performance Diverse, open, non-discriminatory and safe working environment. Work-life balance
 Communities/ NGO	Yes	<ul style="list-style-type: none"> Community meetings 	Annually and as and when required	<ul style="list-style-type: none"> Social upliftment Enhancing financial literacy Community welfare initiatives
 Government/ Regulators	No	<ul style="list-style-type: none"> Email Meetings One-on-One meetings 	Mandatory regulatory filings. Periodical submission of business performance.	<ul style="list-style-type: none"> Compliance with laws and regulations Ethical business Active participation in industry and regulatory working groups
 Business partners/ Suppliers	Some of our business partners/ suppliers are identified as vulnerable and marginalized.	<ul style="list-style-type: none"> Email SMS Meetings Seminars and workshops 	Quarterly and as and when required	<ul style="list-style-type: none"> Business performance Fair and ethical procurement & engagement practices

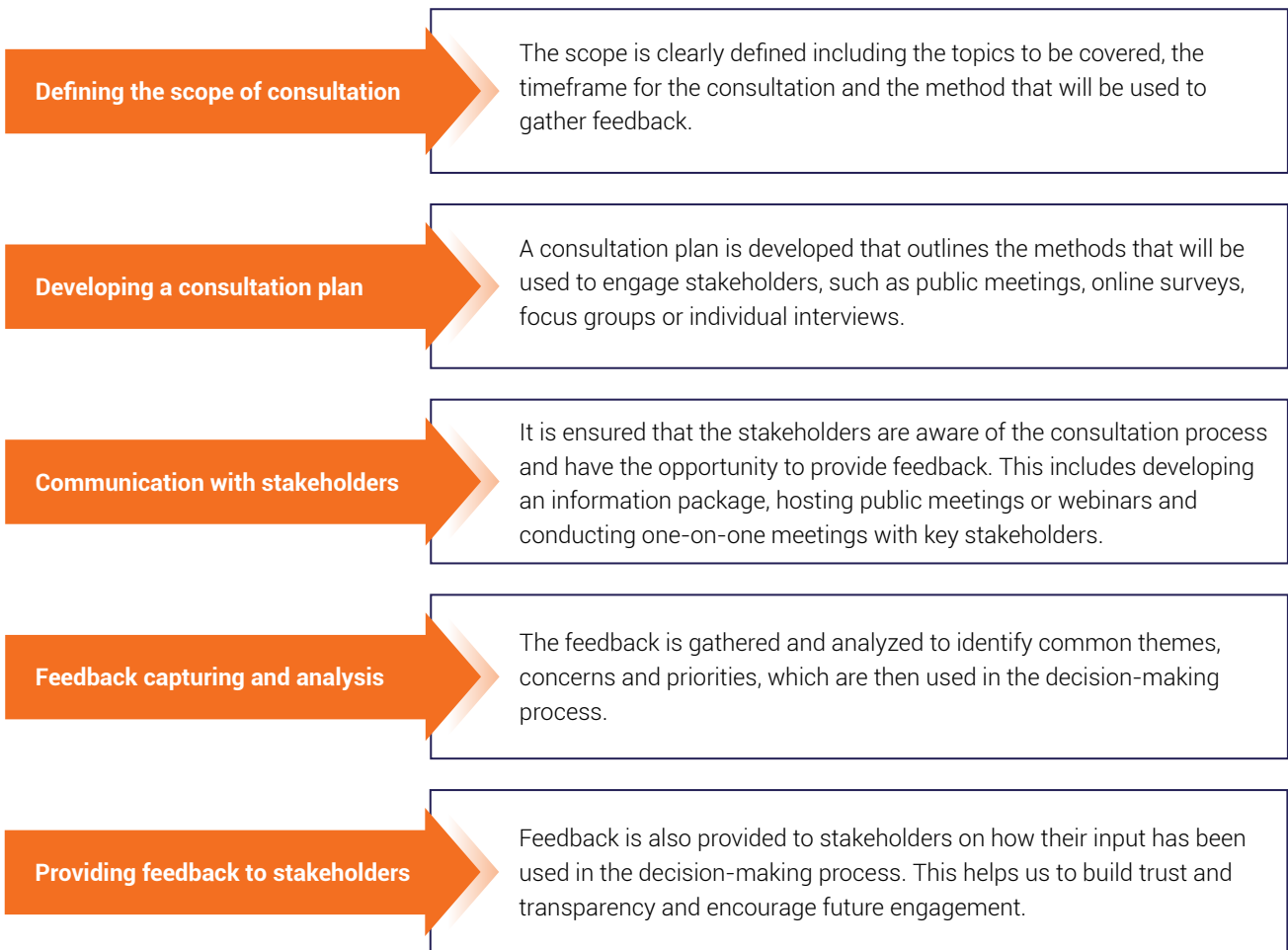
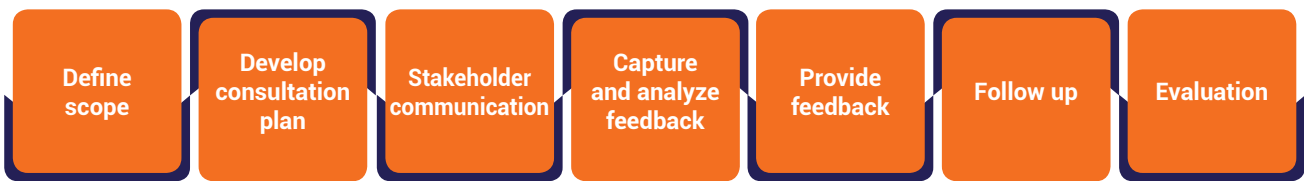
Leadership Indicators

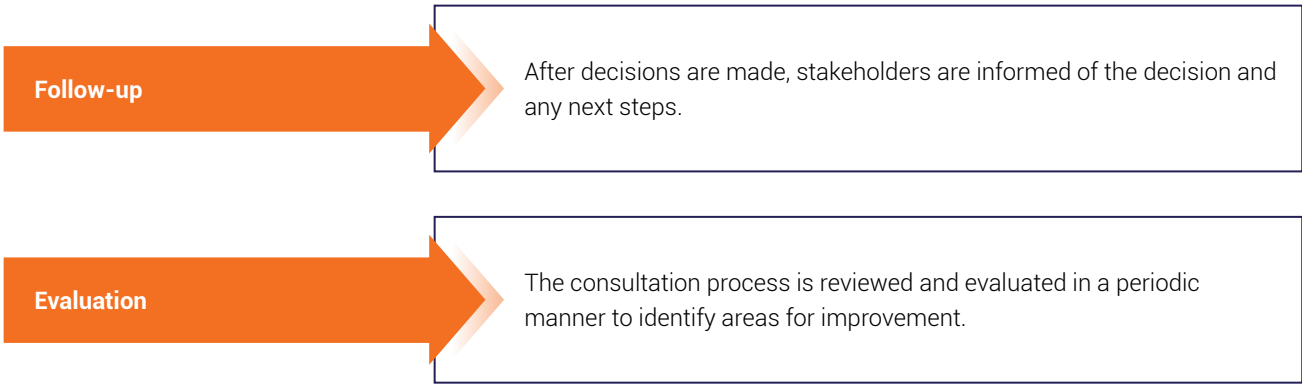
1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

Our Company firmly believes in consistent engagement with its key stakeholders to ensure better communication of its performance and strategy. The Board of Directors is periodically updated on diverse topics covering specific sector overviews, customer service-related updates, digital initiatives, Corporate Social Responsibility related projects/ initiatives, financial performance, strategy, etc.

The Directors are also given an overview of the regulatory regime including material regulatory developments, circulars, and amendments by Government and Regulatory bodies, the Ministry of Corporate Affairs, the Securities and Exchange Board of India, the Ministry of Finance, and the Reserve Bank of India.

The following process is followed for consultation between stakeholders and the board





The objective is to ensure that the process is transparent, inclusive, and responsive to stakeholder input.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes

Our Company's continual engagement with its stakeholders serves to ensure that every stakeholder is satisfied with our Company's performance and conduct, a goal closely aligned with company's responsibilities to society and the environment. We interact with various investors and analysts to understand their expectations and incorporating the same in our sustainability framework. This approach has resulted in various initiatives being put in place towards responsible lending, economic growth, equal opportunity, diversity and inclusion policy, data privacy policy, environmental impact and sustainability risk.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups:

Our Company under its CSR Policy and through India Infoline Foundation undertakes following activities - literacy centers for out of schoolgirls in the tribal hamlets of Rajasthan, creche & learning centre for children of migrant construction workers, financial literacy & inclusion centre for women in East and North-Eastern states, support to government schools for development of infrastructure and digital learning platform, medical camps for economically weaker section in Uttar Pradesh and Maharashtra, Machinery support to government hospital, disaster relief activity & water conservation initiative, livestock development program and also supported a private school who runs school for differently abled students. IIFL Foundation also contributed to PM Cares and extended help to hospitals to fight against Covid-19 crisis in India.



Principle

5

Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format

Category	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	14,937	10,425	70%	15,830	14,450	91%
Other than permanent	99	47	47%	102	81	79%
Total Employees	15,036	10,472	70%	15,932	14,531	91%

*The Company does not have any worker as defined in the guidance note of BRSR.

2. Details of minimum wages paid to employees and workers

Category	FY 23 Current Financial Year					FY 22 Previous Financial Year				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	10,981	8,275	75%	2,706	25%	11,063	8,193	74%	2,864	26%
Female	3,956	3,277	83%	679	17%	4,247	3,480	82%	767	18%
Other than permanent										
Male	86	0	0%	86	100%	95	0	0%	95	100%
Female	13	0	0%	13	100%	17	0	0%	17	100%

*The Company does not have any worker as defined in the guidance note of BRSR.

3. Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in Crore)	Number	Median remuneration/ salary/ wages of respective category (₹ in Crore)
Board of Directors (BOD)#	1	11.09	0	0
Key Managerial Personnel§	1	1.50	1	0.56
Employees other than BoD and KMP	11,064	0.03	3,968	0.03
Workers	NA	NA	NA	NA

*The Company does not have any worker as defined in the guidance note of BRSR.

#Remuneration of Mr. R Venkataraman for FY 2022-23 is paid by another group Company i.e. IIFL Securities Limited.

§ Excludes 1 Key Managerial Personnel already mentioned in Board of Directors.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

▶ Yes.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues:

As an employee centric entity, employees are encouraged to come forward and report their grievances or any other concerns affecting the entity (company values and culture) or its employees. There are various means by which the grievances can be addressed:

- ▶ i) **E-mail to generic ID (employee grievance@iifl.com)**
- ▶ ii) **Raise grievance through Adrenalin portal**
- ▶ iii) **E-mail to IRA with copy to local HR**

6. Number of complaints on the following made by employees and workers

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year*	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	12	2	Nil	3	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour / Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

*Complaints pending as on March 31, 2023, were subsequently resolved.

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

Our Company has implemented policies like Employee Grievance Redressal Policy and POSH to prevent discrimination and harassment cases, which outlines unacceptable behavior and the consequences for violating the policies. These are communicated to all the employees and regular training is provided to ensure everyone understands the policies and knows how to report any incidents.

The organization encourages employees to report any incidents of discrimination or harassment without any fear of retaliation. Employees have been made aware of the reporting mechanisms available to them, such as the hotline and internal grievance redressal committee.

The organization promptly investigates all reported incidents of discrimination or harassment. The investigations are conducted in a fair and impartial manner, and all parties involved are given the opportunity to present their side of the story. If an incident of discrimination or harassment is found to have occurred, the organization takes appropriate action based on the severity of the incident and the policy violation. This includes disciplinary action such as suspension or termination of employment and providing support to the victim.

A whistleblower policy is in place where an employee can raise a complaint anonymously. Throughout the investigation it is ensured that the complainant's ID is not disclosed. It is ensured that each complaint raised is proactively investigated and resolved quickly.

Our Company has developed a work environment that is respectful, supportive, and inclusive, by providing regular training on diversity and inclusion, promoting a culture of respect and providing support to employees who may have experienced discrimination or harassment.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, Our Company ensures its code of conduct / human rights requirements are a part of the vendor agreements, wherever relevant.

9. Assessments for the year.



The Company recognizes its responsibility to respect and protect human rights and is committed to promoting a workplace that is free from any form of human rights violations. We closely monitor and evaluate our operations to ensure compliance with relevant regulations and guidelines, particularly on issues such as child labour, forced labour, sexual harassment, discrimination, and wages. Although our Company does not have standard operating procedures (SOPs) specifically for these issues, we follow best practices and take appropriate measures to address any violations that may arise. This includes providing training programs to our employees to promote awareness of human rights issues and ensure compliance with applicable laws and regulations. By prioritizing the protection of human rights, the Company is creating a sustainable business that is committed to upholding ethical standards and promoting the well-being of its employees and stakeholders.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Questions 9 above.

No corrective actions pertaining to Question 9 was necessitated by the Company during FY 2022 -23.

Leadership Indicators

- 1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints:**

Our Company has not received any grievances/ complaints regarding human rights violations in F.Y. 2022-23.
- 2. Details of the scope and coverage of any human rights due diligence conducted:**

Great Place to work surveys are conducted every year. In the survey, questions related to human rights are touched upon. Based on this, yearly reports are published.
- 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes. The office premises of the entity is accessible to differently abled visitors. Wheelchairs and wheelchair ramps for handicapped employees / customers are available at all locations.

4. Details on assessment of value chain partners

Our Company expects and strives to influence its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings and services.

No specific assessment in respect of value chain partners has been carried out, other than certain elements covered in annual review of value chain partners by the Company and its subsidiaries.

All the value chain partners are mandated through declaration to adhere to the Code of Conduct principles of the Company. Contract is not renewed or terminated, in case of non-adherence to COC or Contract Terms & Conditions.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above:

No corrective actions pertaining to question 4 was necessitated by the Company during FY 2022 -23.

Principle
6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

FY 23 (Current Financial Year)	Parameter	FY 22 (Previous Financial Year)
65,045	Total electricity consumption (A)	43,728
-	Total fuel consumption (B)	-
-	Energy consumption through other sources (C)	-
65,045	Total energy consumption (A+B+C)	43,728
0.00000160	Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00000107
16.03	Energy intensity (optional) – the relevant metric may be selected by the entity	10.72

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any

Not Applicable.

3. Details of disclosures related to water

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	25,210	14,277
(iii) Third party water	36,957	27,453
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	62,167	41,730
Total volume of water consumption (in kiloliters)	54,955	41,730
Water intensity per rupee of turnover (Water consumed / turnover)	0.000001532	0.000001023
Water intensity (optional) – the relevant metric may be selected by the entity	15.32	10.23

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation:

No, being a financial services company, our Company does not consume or discharge huge amount of water/liquid products.

5. Details of air emissions (other than GHG emissions) by the entity

Not Applicable. The Company is a financial services Company.

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	12,919	8,685
Total Scope 1 and Scope 2 emissions per rupee of turnover	MTCO ₂ e/INR	0.00000032	0.00000021
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	MTCO ₂ e/INR Crore	3.183	2.129

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details:

- Received Gold LEED Certificate for Gurugram office
- Registered office building is equipped with rainwater harvesting system and recycled wastewater is reused as flush water and in watering plants
- Treatment of e-waste in environment friendly manner
- Drive digitalization and reduce paper consumption
- Adopted renewable energy in our Hubtown office, Mumbai through Tata Green Tariff scheme.

8. Details related to waste management by the entity:

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Total Waste generated (in metric tons)		
Plastic waste (A)	-	-
E-waste (B)	1.08	5.61
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any.	-	-
(Break-up by composition i.e., by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	1.08	5.61
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
(i) Recycled	1.08	1.08
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	1.08	1.08

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:

Our Company takes a holistic approach to waste management. Waste from electronic and paper products is the major waste generated in the facilities owned by our Company. We have begun to cut down on paper usage as a result of digitization of our operations/services. We have been recycling electronic waste through authorized vendors of e-waste. Our Company has been taking conscious efforts to reduce usage of paper across its operations. Measures have been implemented to this effect, such as access based printing, default printing on both sides of the paper across all our offices. Employees are encouraged to adopt digital/online mediums to reduce paper consumption.

100% bio-degradable plastic garbage bags are used to collect dry and wet waste.

10. If the entity has operations/offices in/ around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not Applicable, all the offices are in commercial areas.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances:

Yes. The Company is compliant with all applicable Laws, Rules and Regulations.

Leadership Indicators

1. Break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources:

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
From non-renewable sources		
Total electricity consumption (D)	61,887	44,870
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	61,887	44,870

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No.

2. Provide the following details related to water discharged

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) Surface water		
-No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) Groundwater		
-No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) Third party water		
-No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Seawater / desalinated water		
-No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others		
-No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kiloliters)		

Any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities:

▶ Not Applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives:

▶ The Company has not undertaken any of the above mentioned initiatives in FY 2022-23.

5. Does the entity have a business continuity and disaster management plan?

▶ Our Company has implemented Business Continuity Policy (BCP) wherein critical processes and other enablers have been identified and appropriate recovery plans have been put in place for such critical processes to ensure timely recovery of the Company's operations and services in the event of a crisis. BCP Framework ensures continuity of critical processes to extend essential services to the customers. Regular mock tests are carried out to ascertain BCP preparedness.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

▶ Not Applicable, the Company being a financial services entity.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:

▶ Not Applicable

Principle 7
Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. **Affiliation with trade and industry chambers/ associations.**

a. **Number of affiliations with trade and industry chambers/ associations.** **6**

b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Finance Industry Development Council (FIDC)	National
2	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Microfinance Institutions Network (MFIN)	National
5	Association of Karnataka Microfinance Institutions (AKMI)	State
6	Sa-dhan (The Association of Community Development Finance Institutions)	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
Nil. No issues related to anti-competitive conduct by the Company, based on adverse orders from regulatory authorities.		

Leadership Indicators

1. **Details of public policy positions advocated by the entity:**

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
Nil					

Principle
8

Businesses should promote inclusive growth and equitable development

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year**
Impact assessment of our 'Sakhiyon ki Baadi' initiative was undertaken by an Independent Agency for FY 2022-23.
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format**
Not Applicable
- Describe the mechanisms to receive and redress grievances of the community.**
Yes the Company has in place grievances redressal mechanism the same can be accessed through https://storage.googleapis.com/iifl-finance-storage/files/2023-07/CSR%20policy_IIFL%20Finance.pdf
- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

83%	98%
Directly sourced from MSMEs/ small producers	Sourced directly from within the district and neighboring districts

Leadership Indicators

- Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 8(1) of Essential Indicators above)**
Not Applicable
- Information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

Jammu and Kashmir	Kupwara*	14,08,000
State	Aspirational District	Amount spent (In ₹)

*Training on Hospitality and Chef Trade at Kupwara, an Aspirational District in Kashmir.

3. Information related to procurement

- a. **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

Given the nature of business of the Company, the sourcing needs of our Company are limited. However, the CSR policy of the Company provides for preferential procurement of materials from suppliers identified under vulnerable and marginalized groups, while implementing its projects through IIFL Foundation.
- b. **From which marginalized /vulnerable groups do you procure?**

Vendors suppliers that fall in the Scheduled Caste and Scheduled Tribe Communities.
- c. **What percentage of total procurement (by value) does it constitute?**

12% of total procurement.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:

Not Applicable.



6. Details of beneficiaries of CSR projects

S. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Sakhion ki Baadi	17,360	95%
2	Development at Government Hospital	60,000	100%
3	Phulwari (Maa Bari)	900	100%
4	Development at Government School	500	90%
5	101 Sewing Machines donated to women entrepreneurs	101	90%
6	Drone for Agriculture (Agridrone)	500	100%
7	Raincoats for Mumbai Police	60	100%
8	Urban Forest	8,000	10%
9	Smart Shaala	10,652	90%
10	Sesame Community Radio	2,000	60%
11	Medical Camp	6,750	100%
12	Medical Camp	2,000	100%
13	Ambulance – Community Health Centre	720	100%
14	Ophthalmic Surgery Ward – Community Health Centre	300	100%
15	Training for women – Beauty Parlour	1	100%
16	Digital Shaala	5,000	90%
17	Flood Relief	100	60%
18	Construction of Assembly Hall & Sanitation facility – Government Senior Secondary School, Madar.	500	90%
19	Training – Hospitality & Chef Trade, at an aspirational district in Kashmir	180	100%
20	Maintenance of a public place - Garden	2,000	0%
21	Medical relief work – Lumpy cow disease (Veterinary)	1,000	60%
22	Smart Board at Government School	300	90%
23	Glocalbodh - Capacity building of NGOs/Trusts	250	20%
Total		1,19,274	

Principle 9
Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Our Company's grievance redressal policy is aimed to receiving and responding to consumer complaints and feedback in a timely and effective manner. The mechanism for the grievance redressal policy includes the following steps:

- a Receipt of complaint: We provide various channels for receiving complaints from its customers, such as email, phone and a dedicated customer grievance portal.
- b Complaint acknowledgement: Upon receipt of the complaint, we acknowledge the complaint promptly and provide the customer with a unique reference number for future reference.
- c Investigation: We investigate the complaint and gather all the relevant information from our systems and employees. This includes checking if the complaint is genuine or not, and if there is any fault on our Company's side.
- d Resolution: Our Company resolves the complaint as soon as possible and informs the customer of the resolution. The resolution may include, but not limited to, an apology, refund, replacement or compensation.
- e Escalation: In case the complaint remains unresolved or the customer is not satisfied with the resolution, the complaint can be escalated to the next level of management. Our Company provides a dedicated escalation matrix for this purpose.
- f Closure: Upon resolution of the complaint, we close the complaint and update our records.
- g Feedback: After the complaint is resolved, we seek feedback from the customer to understand their satisfaction level and identify areas for improvement.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints

	FY 23 (Current Financial Year)		Remarks	FY 22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year*		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	10,213	50	-	3,370	12	-

*Complaints pending as on March 31, 2023, were subsequently resolved.

4. Details of instances of product recalls on account of safety issues

Not Applicable since the Company is a BFSI Company.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, the policy is accessible to the employees through the Company's intranet portal.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

There are no incidents reported related to cyber security and data privacy in FY 2022-23.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Information relating to all the loan products and services provided by the entity are available on the Company's website. In addition, the entity actively uses various social media and digital platforms to disseminate information on its loans and deposits.

Link of website: <http://www.iifl.com>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Terms and Conditions provides extensive information and ensures transparency on lending products. Policies related to Code of Conduct, Data Security, Fair practices, etc. are available on the Company's website. All relevant information regarding the entity and its products are available to the public.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Our Company has implemented Business Continuity Policy (BCP) wherein critical processes and other enablers have been identified and appropriate recovery plans have been put in place for such critical processes to ensure timely recovery of the entity's operations and services in the event of a crisis. BCP Framework ensures continuity of critical processes to extend essential services to the customers. Regular mock tests are carried out to ascertain BCP preparedness.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey regarding consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Not Applicable. The Company is a financial sector entity.

5. Information related to data breaches

- a. Number of instances of data breaches along-with impact**
- b. Percentage of data breaches involving personally identifiable information of customers**

There were no data breaches in the Company during FY 2022-23.